表5、表6及表7

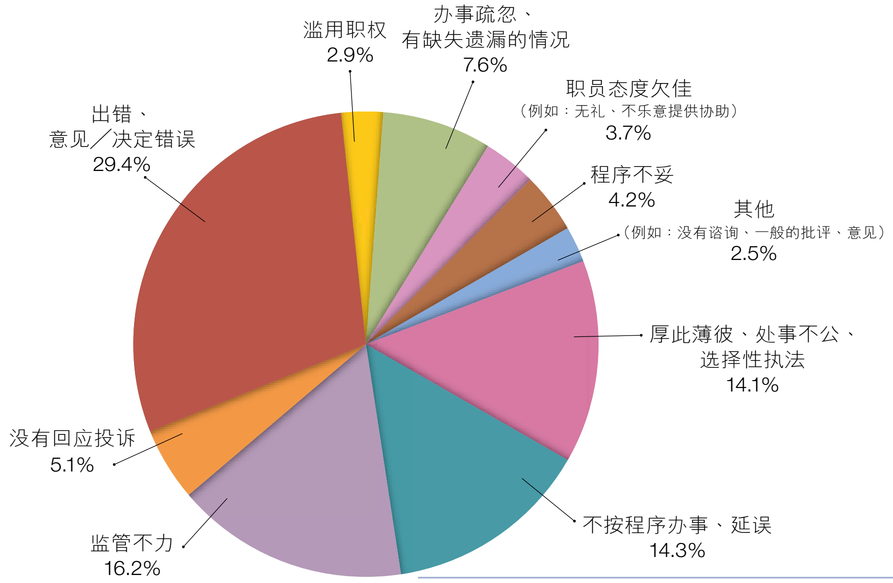

表5

投诉个案的性质

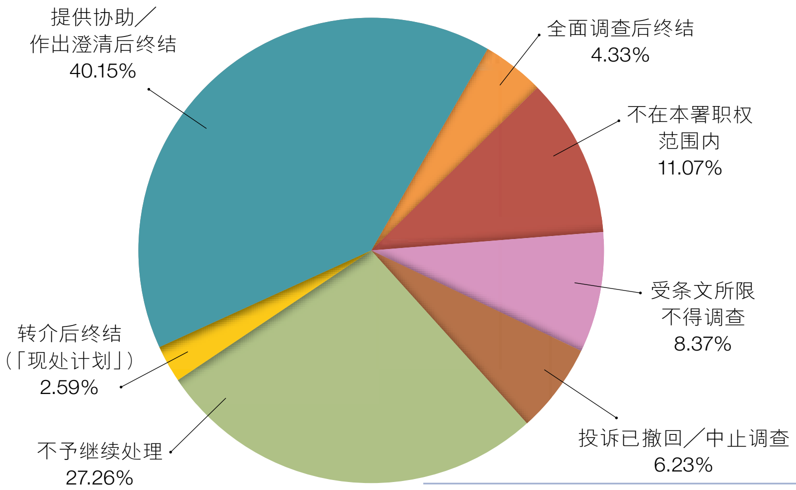

表6

已终结的投诉个案分类：5,701宗

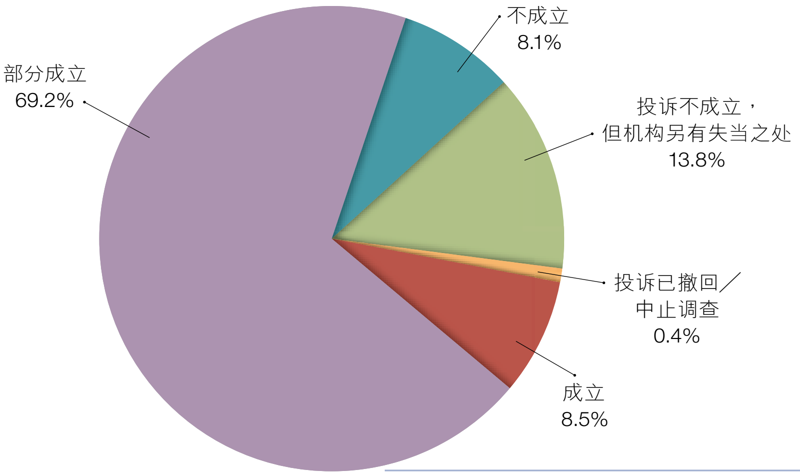

表7

经全面调查后终结的投诉个案结果：247宗